

# ***CUSTOMER CHARTER***

*of the*

*Ministry of Civil Service and  
Administrative Reforms*



Republic of Mauritius

***Integrity***

***Innovativeness***

***Quality***

***Teamwork***

***Timeliness***

**Ministry of Civil Service and Administrative Reforms**

*...for a professional public service committed to excellence*



# **CUSTOMER CHARTER**

**MINISTRY OF CIVIL SERVICE AND  
ADMINISTRATIVE REFORMS**

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## OUR VISION

A professional public service committed to excellence.

## OUR MISSION

To instill a culture of excellence by:

- being a driver and facilitator of change and innovation in the Civil Service
- spearheading administrative reforms to enable the delivery of timely and quality services
- facilitating the continuous professional growth and development of human resources in the Civil Service through training and capacity building programmes
- supporting the creation of the necessary conditions for a conducive working environment to inspire and improve the morale of public officers
- promoting an ethical culture and accountability in the Civil Service.

## OUR CORE VALUES

We practice and promote the following values:

### *Integrity*

We are guided by the highest standards of professional ethics.

### *Innovativeness*

We find innovative ways of doing things.

### *Quality*

We are result-oriented and committed to providing services of the highest quality to our customers.

### *Teamwork*

We foster teamwork, sharing of information and resources.

### *Timeliness*

We are responsive and strive hard to meet set target.

# CIVIL SERVICE POLICY AND MANAGEMENT

The Civil Service Policy and Management Division is responsible for the overall monitoring of policies and projects of the Ministry. The activities of the Division consist of assisting the Senior Chief Executive in the general administration of the Ministry of Civil Service and Administrative Reforms (MCSAR) including:

## GENERAL ADMINISTRATION

### BUDGETING

- Coordinating and Monitoring of Expenditure of the Ministry
- New strategic plans
- Action plans.

### ACCOMMODATION

- Ensure that officers of the Ministry are properly accommodated in a conducive physical environment in line with Safety and Health legislation
- Ensure that the Office Care Attendants are properly equipped and trained.

### REGISTRY OF THE MINISTRY

- Ensure proper records management of the Ministry and ensure effective communication through letters, circulars and other modern means of communication within the Ministry, across the service and with other stakeholders.

### SECURITY

- Ensure security of office premises and safe keeping of information and documents.

### WELFARE ACTIVITIES

- Coordination of welfare activities for officers of this Ministry through the MCSAR Staff Welfare Association
- Coordination of welfare activities for public officers through the Public Officer's Welfare Council (POWC).



## **FLEET/TRANSPORT MANAGEMENT**

- Optimum and judicious use of vehicles and coordination of transport requirements
- Ensure that drivers are properly equipped and trained.

## **FINANCE**

- Coordinate the budget exercise
- Monitor expenditure of the Ministry
- Effect payments for goods, services, salaries among others
- Maintain accounting records
- Prepare the budget of the Ministry.

## **PROCUREMENT AND SUPPLY**

- In line with public procurement legislations, ensuring procurement planning with a view to achieving the maximum value for public expenditure within budget allocated
- Setting up of a committee of needs to monitor all requests. Scrutiny of requests while upholding the highest standard of transparency and equity
- Publication of Annual Procurement Plan on website of Ministry
- Conduct of procurement exercises for the Ministry
- Appointment of Departmental Bid Committee (DBC) and Bid Evaluation Committees (BEC)
- Determination of successful bidder and award of contract.

## **INFORMATION TECHNOLOGY**

- Administration of MCSAR systems (Computerised Registry System, Electronic Attendance System, Human Resource Management Information System and E-Learning System), servers and network and ensures smooth running of these systems in Ministries/Departments
- Configure and provide technical support on IT equipment
- Maintain websites for MCSAR, Civil Service Library and POWC.

# ADMINISTRATIVE REFORMS

The mandate of the Administrative Reforms Division (ARD) is to develop a customer-centric, performance-oriented, and results-based culture in the public service and to encourage the adoption of innovative methods to deliver quality public services.

## MAIN OBJECTIVES

- Plan and design new administrative reforms initiatives for the public service
- Develop implementation strategies for administrative reforms
- Establish links with Ministries/Departments so as to facilitate administrative reforms.

We aim at achieving these objectives through the implementation of the following reforms initiatives:

## PROMOTION OF GOOD GOVERNANCE

### CODE OF ETHICS

The ARD promotes the adoption of an ethical conduct among public officers through the publication and sensitisation on the Code of Ethics for Public Officers. This Code of Ethics for Public Officers, which was revised and updated in November 2010, emphasises the importance of a responsible, responsive and caring Civil Service and aims to promote effective administration and a high standard of conduct in the public service.

The overall aim is to ensure greater accountability and transparency. The Code of Ethics is available online at the website of this Ministry at <http://civilservice.govmu.org> or can be made available on request from the ARD (*contact information as per page 23*).

### ETHICS ONLINE CORNER

Sensitisation on an ethical culture in the public service through the Ethics Online Corner, which has been developed in collaboration with the Independent Commission Against Corruption (ICAC) to act as a focal point on ethics. The website can be accessed at

<http://ethicscorner.govmu.org> and from the website of this Ministry at <http://civilservice.govmu.org>.

## QUALITY MANAGEMENT INITIATIVES

### ISO CERTIFICATION

The ARD assists Ministries/Departments to adopt ISO management principles as advocated by the International Organisation for Standardisation (ISO). The application of these ISO principles aims at improving systems and work processes in a consistent manner, help to revisit and re-engineer existing practices, streamline procedures and develop a standardised approach that will result in enhanced productivity and quality delivery.

The ARD entertains requests pertaining to core processes of organisations and provides facilitators to Ministries/Departments embarking on the ISO certification process *within 3 weeks* of the requests being made. The ARD undertakes to monitor individual projects so that certification is achieved *within 9 months* and provides training in ISO 9001:2015 Quality Management System to officers of the organisations.

## QUALITY CUSTOMER CARE INITIATIVES

### CUSTOMER CHARTER

The ARD provides assistance and guidance to Ministries/Departments for the elaboration and publication of their respective Customer Charters. The aim is to get Ministries/Departments committed to provide timely, efficient and quality public services.

Guidelines for the drafting of the Customer Charter are available online at the website of this Ministry at <http://civilservice.govmu.org> or can be made available on request from the ARD (*contact information as per page 23*).

### IMPROVEMENT OF COUNTER/MODERNISATION OF SERVICES

Under this scheme, the ARD endeavours to encourage Ministries/Departments to upgrade/modernise their Counter/Customer Services through the adoption of an integrated approach in respect of measures to be taken for a quality public service delivery.

The ARD undertakes to assess requests made under this scheme, effect site visits and make an appropriate reply to applicants

*within one month* of requests being submitted.

### **MYSTERY SHOPPING**

The ARD assists Ministries/Departments to evaluate their service delivery, from the point of view of the customer, through Mystery Shopping exercises. This new initiative highlights and recognises good practices and identifies weaknesses and areas for improvement. The ARD will further assist Ministries/Departments to address weaknesses spotted through Customised Training Programmes and provide support, wherever required, through the Improvement of Counter/Customer Services Scheme.

### **CUSTOMER SATISFACTION SURVEY**

The ARD has introduced the Customer Satisfaction Survey (CSS), a new initiative to assess, among others, the quality of services being delivered by public sector organisations. The survey is carried out with the collaboration of the Statistics Mauritius and the results would be published in their reports.

The ultimate aim is also to have a set of data published by Statistics Mauritius available for local and international benchmarking.

### **CAPACITY BUILDING**

The ARD conducts specific workshops and capacity building programmes by high profile local and international experts to expose officers to the latest trends in public sector reforms, develop skills/expertise and equip them to implement reform initiatives in their respective Ministries/Departments.

### **BENCHMARKING**

The ARD benchmarks successful reforms initiatives and maintains links with other organisations, at both national and international levels, so as to keep track of latest development in public management practices.

### **PUBLIC SECTOR COLLABORATIVE RESEARCH GRANT SCHEME**

This scheme is operated in collaboration with the Mauritius Research Council to promote research and development geared towards improving the efficiency of the public sector. The ARD will inform the applicant organisation of the outcome of its application *within 10 weeks of submission*.

## **PUBLIC SERVICE EXCELLENCE AWARD**

The ARD has introduced the Public Service Excellence Award (PSEA) in 2006. It aims *on an annual basis* to honour and recognise those Ministries/Departments or Units/Divisions that have successfully adopted innovative management tools and techniques to improve delivery of public services. By encouraging innovation and excellence, it promotes quality service delivery.

The brochure detailing guidelines for participation in the Public Service Excellence Award and the Souvenir Magazines for the 2006 to the latest editions of the Award are available online on the website of this Ministry at <http://civilservice.govmu.org>.

## **REFORM CELLS**

The ARD provides assistance and guidance to Ministries/Departments to constitute their respective Reform Cells for monitoring the implementation of Public Sector Reforms initiatives *on a quarterly basis*. The aim is to develop the Reform Cells into an effective tool for monitoring reforms in the public service through the collaboration and support of Heads of Reform Cells.

The Terms of Reference of the Reform Cells and templates for monitoring of reform initiatives are available at the website of this Ministry at <http://civilservice.govmu.org>.

## **PARTICIPATION AT REGIONAL AND INTERNATIONAL AWARDS**

The ARD also promotes participation of local Civil Service organisations to bring visibility and recognition to innovative and fast moving entities at regional and international levels, such as the AAPAM, CAPAM, UNPAN & AAPSIA awards.

## **COMPUTERISATION PROJECTS**

### **ELECTRONIC ATTENDANCE SYSTEM**

The Electronic Attendance System has been introduced since 2002 to replace the traditional manual attendance register. The main aim is to combat tardiness and time theft at work. The system, in fact enables the availability of accurate record of the time of arrival and departure time of officers and thus enables an effective control of attendance.

We attend to queries by Ministries/Departments *within two*

*working days* except for technical issues that are addressed with the intervention of the supplier. *Contact information as per page 23.*

We further assist Ministries/Departments through training programmes. User Manual for ARMS System, ETR Guide and template for reporting problems are available on the website of the Ministry at <http://civilservice.govmu.org>.

## **COMPUTERISED REGISTRY SYSTEM**

The Computerised Registry System (CRS), introduced since 2006, facilitates the electronic transactions covering the following activities:

- Creation of files
- Movement of files
- Acknowledge receipt and record actions
- Queries (files in movement, movement and action details by files)
- Records of incoming and outgoing mails and action taken.

We assist Ministries/Departments to address shortcomings through on-site refresher training programmes. *Contact information as per page 23.*

## **HUMAN RESOURCE MANAGEMENT INFORMATION SYSTEM**

The implementation of the Human Resource Management Information System (HRMIS) aims at simplifying and streamlining the Human Resource Management functions and acts as a valuable tool to assist in Strategic Human Resource Planning and Management. The system is expected to be fully operational by 2017.

Details on the project are available at the HRMIS Corner on the website of the Ministry at <http://civilservice.govmu.org>.

## **WEBSITE UPDATE**

The Website of the Ministry is updated *on a regular basis*.

## **SUGGESTIONS**

The ARD welcomes suggestions for quality improvements in the Civil Service and pledges to acknowledge all suggestions received

*within three days.* Meaningful and sound suggestions will be retained for appropriate action and communicated to all concerned.

# HUMAN RESOURCE MANAGEMENT

The Human Resource Management Division is responsible for all aspects of the Public Service which relate to the size of establishments, salaries and wages, conditions of service (such as allowances, leaves and passages), and staff relations in regards to such matters.

## OUR CUSTOMERS

Our customers are Ministries/Departments, Public/Parastatal Bodies and other institutions covered by the Pay Research Bureau as well as individual officers.

**We deliver through the following service units:**

- Performance Management Unit
- Scheme of Service Unit
- Conditions of Service Unit
- General Services/HRM Cadre/HR Policy Units
- Manpower Assessment Unit
- Employment Relations Unit.

## PERFORMANCE MANAGEMENT UNIT

The Performance Management System (PMS) has been implemented in the public service with a view to nurturing a client-focused and results-oriented culture and improving the delivery of services to the public.

The PMS Unit provides guidance and technical assistance to Ministries/Departments and other public sector organisations for the smooth implementation and sustenance of PMS.

We provide the following core services:

- Sensitisation and training programmes conducted on a needs basis *within one month* of request
- Organisation of group discussions, meetings and working sessions to address issues emerging from implementation and sustenance of PMS, scheduled according to urgency of the



matter, but *not exceeding one month*

- Monitoring of PMS to ensure compliance, obtain feedback and take remedial actions with respect to problem areas *on a continuous basis*. Monitoring Report submitted *on a yearly basis*
- Regular review of documents and processes for continuous improvement of the system *on an ongoing basis*.

Details on PMS are available on the website of the Ministry at <http://civilservice.govmu.org>.

## SCHEME OF SERVICE UNIT

The Scheme of Service Unit has the responsibility for the prescription of schemes of service for grades in the Civil Service including those for the Rodrigues Regional Assembly (RRA) after agreement by the appropriate Service Commission.

Proposed schemes of service from Ministries/Departments/RRA are prescribed *within four months* after receipt provided all necessary documents and information are submitted in accordance with the guidelines set out in the “*Handbook for the Drafting of Schemes of Service in the Public Sector*”.

## CONDITIONS OF SERVICE UNIT

Requests for Leave, Passages/Employment on contract/Travelling/Car benefits, Allowances and Retiring Benefits, Applications for Increments/Incremental Credits/Higher Qualification Incentives for Additional Qualifications/past experience/temporary service are processed *within a time frame of 10 to 15 days* as from date of application, provided all relevant information/documents are obtained.

## MANPOWER ASSESSMENT UNIT

The Manpower Assessment Unit carries out/assists Ministries/Departments in conducting regular Manpower Assessment exercises to ensure optimum and judicious use of the Human Resources. Action is initiated *within 10 to 15 days* upon request.

## HUMAN RESOURCE PROPOSALS

Human Resource Proposals are examined and manpower requirements

are determined through the Estimates Committee comprising the Ministry of Civil Service and Administrative Reforms and Ministry of Finance and Economic Development in the context of annual budgetary exercise.

### **CIVIL ESTABLISHMENT ORDER**

The Civil Establishment Order is updated and issued *within two months* after the approval of the Budget by the National Assembly.

### **EMPLOYMENT RELATIONS UNIT**

The Unit promotes good and harmonious employment relations within the Civil Service by adopting a consensual approach through dialogue, consultation, negotiation and conciliation.

- Representations and apprehended labour disputes are processed with a view to conciliate/settle same to the satisfaction of all parties concerned *within one month*
- Meetings with recognised Federations/Unions are held *every three months*
- Court cases/cases reported to Commission for Conciliation and Mediation and Employment Relations Tribunal to which the Ministry of Civil Service and Administrative Reforms is a party are processed *within one week*.

### **GENERAL SERVICES / HRM CADRE / HR POLICY UNITS**

These units deal with appointment, promotion, confirmation of appointments, posting, disciplinary cases, retirement of officers of the General Services and HR Cadre on the establishment of the Ministry of Civil Service and Administrative Reforms and posted in different Ministries and Departments.

### **RECRUITMENT**

Offers of employment are issued *within a week* of receipt of the list of selected candidates from the Public Service Commission.

### **POSTING/CHANGE IN POSTING**

Posting of new recruits is effected on the date the officers report for duty. All requests for change in posting from officers will be acknowledged *within a week*. However, changes can only be effected depending on the vacancies/requirements of Ministries/Departments.

## **CONFIRMATION**

Officers who have completed one year's service are confirmed *within 15 working days* of receipt of recommendation from Supervising Officers.

## **RETIREMENT**

Action for retirement on ground of age limit are initiated *at least 18 months* prior to the date of retirement and request for retirement on ground of age/marriage from officers are processed *within 7 working days* subject to all relevant documents being obtained.

# OCCUPATIONAL SAFETY AND HEALTH

The primary objective of the Occupational Safety & Health Division is to ensure that the State, as an employer, complies with the Occupational Safety and Health Act 2005. The Division also aims at promoting a safety and health culture within the public service through an effective Occupational Safety and Health Management System (OSHMS).

## DEVELOPMENT OF A SAFETY AND HEALTH CULTURE

The Occupational Safety and Health Division undertakes to introduce and implement an Occupational Safety and Health Management System in workplaces *within one year* of request being made.

## VISITS TO WORK PLACES

Safety and Health Officers of the Division make regular visits to places of work to ensure that public officers have a safe and healthy working environment and recommend on measures to ensure compliance with the provisions of the Occupational Safety and Health Legislations and other related laws.

## OTHER ACTIVITIES

- Attend to complaints by public officers/unions
- Investigate on occupational accident/injury to prevent recurrence
- Conduct awareness/sensitisation campaigns/training on safety and health
- Issue guidelines on occupational safety and health
- Advise on Personal Protective Equipment
- Provide online advisory service on safety and health matters
- Identify and recommend safety and health related projects under the Enhancement of Work Environment Programme (EWEP)

- Recommend on measures to create a work environment conducive to enhance productivity.

# HUMAN RESOURCE DEVELOPMENT

Training is an important component of Human Resource Management for capacity building and enhancement of competencies. This Ministry is responsible for training and development of public officers. The overall objective is to build up a more performing and customer-oriented Civil Service through investment in human capital within the advent of the Civil Service College Mauritius (CSCM) and the E-Learning System (ELS). It is expected to cater for the training needs of the Public Sector, including Parastatals and Local Authorities, hence reaching greater number of public officers.

## MAIN ACTIVITIES

- Develop human resources, build capacity and promote better work culture
- Ensure that the right training is given to the right person at the right time
- Equip public officers with the essential knowledge and skills and help to develop the right attitudes and mindset
- Provide serving officers with international exposure in various areas of management
- Sensitise public officers on new reforms strategies and initiatives to ensure a smooth transition towards change
- Provide public officers with access to modern, efficient and quality library services
- Establish the necessary infrastructure for imparting continuous training to public officers
- Organise the following training programmes:

### (a) General Training

- Induction programmes conducted *within six months* following appointment/recruitment of officers in the General Services and Human Resource Management Cadre

- Refresher courses on a needs basis *within one month* of demands
- Sponsored courses conducted locally and abroad whereby applications are processed *within one month*.

### **(b) Focussed Training**

- Reform-oriented courses *within one month*
- The IC3 Course under the Universal ICT Education Programme (UIEP) - for officers of the General Services, Human Resource Management Cadre and Office Care Staff.

## **TECHNICAL ASSISTANCE PROGRAMMING SECTION**

With effect from 01 November 2015, the Technical Assistance Programming Section (TAPS), processes all nominations for overseas training/seminar/workshop/study tour offered by friendly countries and donor agencies.

## **CIVIL SERVICE LIBRARY**

The Civil Service Library provides modern, efficient and quality library services, responsive to the needs of officers in the public service. Any public officer can have free access to the library.

### **COLLECTION**

- The Civil Service Library is a specialised library having a wide range of titles on management and other related subjects as well as books on law, finance, IT, among others, available for consultation/on loan to members
- The library also caters for inspirational books by well known authors such as Robin Sharma, Deepak Chopra, Paulo Coelho, Eduard de Bono, among others
- The library provides a wide range of magazines, professional journals (Harvard Business Review, ISO Focus, Training Journal, and Management) so as to enhance the knowledge and skills of its users
- The library also provides reference materials such as reports, circulars and newspapers.

## MAIN ACTIVITIES

- Provide a conducive environment for reference work
- Identify and meet the needs of library users
- Promote and sensitise public officers on the collection of the library by posting new list of acquisitions regularly on the Ministry's website and send the list to all mail.govmu.org users
- Update library materials *at least twice a year* with new publications.

## REGISTRATION OF MEMBERSHIP

Register yourself now as a member and you will have an efficient and excellent service. You need to produce the following documents with your application form:

1. National Identity Card (*Original and Photocopy*)
2. Latest Payslip (*Original and Photocopy*)
3. Two recent passport-size photographs.

The application for membership will be processed and the membership card will be ready *within 5 working days* from the date of submission of application.

## CIVIL SERVICE LIBRARY AGREEMENT FORM

You can download the Civil Service Library Agreement Form. After having filled in the form, bring it along with the above mentioned documents for registration at our counter.

## SERVICES

- We lend two books for a *period of one month* and *periodicals for five days*
- We provide e-browsing facilities for search/retrieval
- We provide free photocopying services for up to 10 pages of library materials/documents
- We provide reference and reading facilities to library members
- Access to EBSCO Online Database (e-books and e-journals) is provided to all library users. (Link to Ebsco: <http://search.ebscohost.com>)



## MEMBER'S RESPONSIBILITY

We request you to:

- return borrowed materials in good condition by due date
- provide us with your views/suggestions through the Library Feedback Form/Suggestion Register/Complaint Box.

## OPENING HOURS

Between 08:45 hrs to 16:00 hrs (non stop) from Monday to Friday.

## SUGGESTIONS AND FEEDBACK

We aim at continually improving our services to our clients. Your suggestions, queries and feedback may be forwarded directly to the Civil Service Library.

## CIVIL SERVICE COLLEGE, MAURITIUS

The Civil Service College, Mauritius (CSCM) is incorporated as a private company with the sole shareholder being the Government of Mauritius. As an equal opportunity employer, the CSCM endeavours to attract and retain the services of high calibre employees to attain its objectives.

## E-LEARNING SYSTEM

The E-learning System (ELS), initially launched by the Ministry of Civil Service and Administrative Reforms on the 17 March 2016, has been handed over to the Civil Service College, Mauritius in August 2016.

### How to access the ELS and Courses

Once on the homepage, users can access courses by login with their respective usernames and passwords.

Any officer who possesses a “*govmu.org*” or “*cscm.mu*” email account is able to access the ELS website.

Additional information is available on *www.cscm.mu*

### Benefits of ELS

- Flexible
- Learner-friendly (use of audio, videos or tutorials)
- A better work and life balance (less physical and work disruption)
- An online platform to access your course material 24/7
- Learner support (through phone, e-mails, online forums)

- Self-assessment tools (quiz yourself)
- After successful completion of courses, learners obtain a certificate of achievement.

# CONTACT INFORMATION

The Ministry of Civil Service and Administrative Reforms may be contacted by calling in person at the address below or by letter, phone or e-mail.

## Any correspondence should be addressed to:

The Senior Chief Executive  
Ministry of Civil Service and Administrative Reforms  
Level 11, SICOM Building 2  
Corner Chevreau & Rev Jean Lebrun Streets  
Port Louis, Republic of Mauritius

## Other contact details:

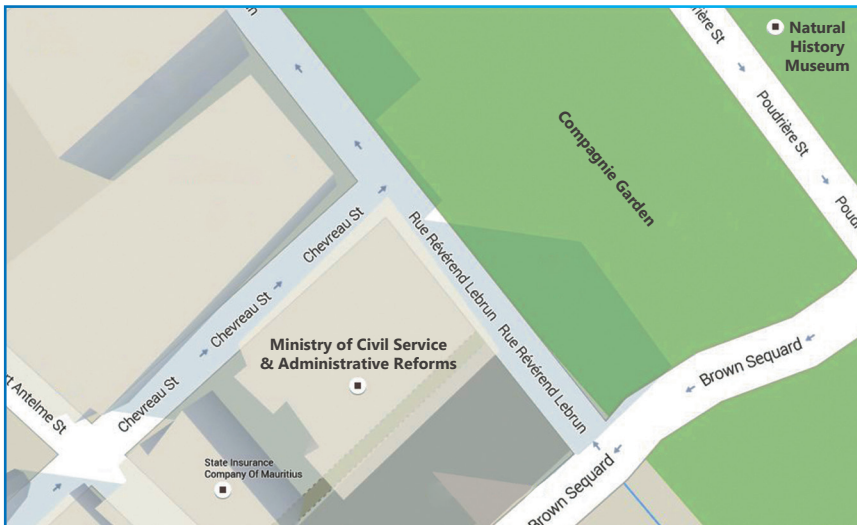
Tel: PABX (230) 405 4100-02

Fax: (230) 212 4160

Email: [civser@govmu.org](mailto:civser@govmu.org)

Website: <http://civilservice.govmu.org>

## LOCATION MAP



## CONTACT INFORMATION

### Minister

Tel: 405 5774, 212 0135

Fax: 211 2114

### Senior Chief Executive

Tel: 405 4125

Fax: 212 9528

### Permanent Secretary

Tel: 405 4117 Fax: 211 9546

Tel: 405 4116 Fax: 211 5047

### Deputy Permanent Secretary

Tel: 405 4120 Fax: 211 2734

Tel: 405 5411 Fax: 212 4168

Tel: 405 4112 Fax: 212 4198

### Assitant Permanent Secretary

Tel: 405 4103 Fax: 211 2734

Tel: 405 5776 Fax: 211 2734

Tel: 405 5413 Fax: 212 4168

### Director, Human Resource Management

Tel: 405 4141-42 Fax: 212 4226

### Director, Safety & Health Unit

Tel: 405 4104 Fax: 210 8667

## CIVIL SERVICE POLICY AND MANAGEMENT

### Open Registry

Tel: 405 5435 Fax: 212 4160

### Confidential Registry

Tel: 405 5364 Fax: 212 4160

### General Administration

Tel: 405 4107/08, 5387-90 Fax: 208 7857

### Finance

Tel: 405 4109, 5379-80/82-86 Fax: 210 7425

### Procurement and Supply

Tel: 405 5395, 5401/28/31, 4106 Fax: 212 4191

### Information Technology Unit

Tel: 405 4114, 405 5377/78 Fax: 212 4160

## **ADMINISTRATIVE REFORMS**

Administrative Reforms Division (ARD)

Tel: 405 5785-94 Fax: 211 2734

Electronic Attendance System (EAS) &  
Computerisation Registry System (CRS)

Tel: 405 4100, 5437, 5783-84 Fax: 208 7857

Human Resource Management Information System (HRMIS)

Tel: 405 4772, 5370-76, 5405/06/09/34, 5470/71/73 Fax: 212 4160

## **HUMAN RESOURCE MANAGEMENT**

Performance Management System (PMS)

Tel: 405 4111/46/49/50/51, 5796-98 Fax: 211 2734

Scheme of Service Unit

Tel: 405 4127/28/31, 5326-40, 5402 Fax: 212 4160

Conditions of Service Unit

Tel: 405 4135/36, 5310-18 Fax: 212 4160

Tel: 405 4133/47, 5319-24 Fax: 212 4160

Manpower Assessment Unit

Tel: 405 4126/29/32/45, 5304, 5432, 5768 Fax: 212 4160

Employment Relations Unit

Tel: 405 4137/38, 5408, 5767-69 Fax: 208 7639

General Services Unit

Tel: 405 4139/40, 5341-51, 5399, 5403 Fax: 212 4160

HR Cadre Unit

Tel: 405 4143, 5300-03, 5407 Fax: 212 4160

HR Policy Unit

Tel: 405 4134/44, 5305-09, 5397/98 Fax: 212 4160

## **OCCUPATIONAL SAFETY AND HEALTH**

Occupational Safety and Health Division (OSHD)

Tel: 405 4105/23, 5381/91-94, 5761-66 Fax: 208 8642

## **HUMAN RESOURCE DEVELOPMENT**

Tel: 405 5412-20/27 Fax: 212 4168

Technical Assistance Programming Section (TAPS)

Tel: 405 5400, 5421/5423-26/5429/30 Fax: 212 4124

Civil Service Library

Tel: 208 7581/83 Fax: 208 7594

### IF YOU PHONE US

- we will do our best to answer your calls *within three rings*
- our staff will be courteous and identify themselves by name/ section
- we will ensure that you are provided with the correct information.

### IF YOU WRITE TO US

- we will acknowledge your letters *within three days* of receipt
- our letters will be clear and easy to understand
- our replies will indicate the reasons for our decisions.

### IF YOU HAVE AN APPOINTMENT WITH US

- we will ensure that the appropriate officer receives you *within 10 minutes*
- we will answer your queries on the spot, but if we cannot, we will let you know why and when you can expect a reply.

### LEGAL DISCLAIMER NOTICE

The statements of commitments in this Charter do not confer any legal rights contractual or otherwise. This Charter is published for information purposes only.



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